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ABSTRACT

This high interest, low vocabulary text is one of a series of readers in consumer education useful to English as a Second Language (ESL) classes. Each page of text is illustrated with black-and-white photographs. (AMH)

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When Things Don't Work

Appliance Buying and Repairs

by

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U.S. DEPARTMENT OF HEALTH, EDUCATION & WELFARE
NATIONAL INSTITUTE OF EDUCATION

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This is a work of fiction. Any relationship between the people, places, products, and events in this book and real people, places, products, and events is coincidental.

CHAPTER 1

Gary Wilson lives by himself. He lives near his office. He walks to work every day.

Gary is not married. He has many friends. They live near him. They often go out together.

A few months ago, Gary bought a new TV. The man in the store told him that this TV was a good one. He gave Gary a card with the TV. This card was a warranty. Gary put his name and address on part of the card. Then he sent it to the TV company. Gary put the other part of the warranty in his desk.

Sometimes Gary likes to be alone. He works hard at the office. He rests at home. He watches TV by himself. Tonight Gary is watching his favorite show. It is a funny story about a family.

Suddenly the picture on the TV goes off. There is no picture on the TV. Gary can still hear the sound. But he can't see anything on the TV.

"Darn it," Gary thinks. "The best part is just starting. I don't want to miss the rest of this show."

Gary turns the knobs. He tries to fix the picture. He wants to see the picture. He turns every knob. He tries hard to fix the TV. But the TV still does not work.

Gary is angry. He wanted to watch this show. He turns the knobs on the back of the TV. Nothing happens. He does not know what is wrong with the TV.

Gary hits the TV.

"Maybe that will make it work," he thinks.

He hits it again. He can still hear the sound. But the picture does not come on. And now his hand hurts.

"There's always something wrong," Gary thinks. "Why can't things go right!"

Gary is upset. He likes to watch his TV at home. He doesn't have a lot of money. It may cost a lot of money to fix the TV.

Gary decides to work on the TV himself. He will try to fix the TV. He gets out his tools. He wants to look inside the TV.

First Gary takes the plug out of the wall.

"The TV is really off," he thinks. "Now I can't get hurt. I won't get a shock."

Then Gary opens the back of the TV. He wants to look inside of it. He thinks that he can find out what is wrong with the TV.

Gary looks inside the TV for a few minutes. There are many little parts. He doesn't know what is broken.

Gary moves some of the parts. He works hard. He takes three parts out of the TV. He looks at them. He does not know if these parts are broken. Then Gary tries to put these parts back inside the TV. He doesn't remember where they should go. He tries each part in one place. One part fits in. Then he tries to put the other parts back inside the TV. Finally, he gets all of the parts back inside the TV.

Gary turns on the TV again. It still doesn't work. "I guess that I don't know how to fix this TV," he thinks. "I'll have to take it to a repair shop."

Then Gary thinks, "I wanted to watch the football game on TV tomorrow. Now I can't. I hope that Bill's TV works. Maybe I can watch the game at his place."

Gary is upset. But tomorrow is Saturday. Gary does not have to work. He can take the TV to the repair shop. He knows that he has a warranty on the TV. He thinks that he will not have to pay for the repairs.

CHAPTER 2

Saturday morning, Gary gets up early. He wants to get his TV fixed. He wants to go to a repair shop.

Gary does not know where to take the TV. He does not know any good repair shops. He looks in the Yellow Pages. He tries to find "TV Repair." He can't find it. Then he looks for "Television." He finds that. He sees "Television-Repair."

He sees many ads for repair shops. He doesn't know about any of these shops. He decides to go to a repair shop near his apartment. It is called Brown's TV Repair Shop.

Gary is glad that he has a little TV. He can carry it to the repair shop.

Gary remembers what happened to his mother. The repairman had to come to her house. But he couldn't fix her big TV in her house. He had to take it to his repair shop. Gary's mother had to pay the man to take the TV to the shop and to bring it back. She was upset because it cost a lot of money.

Gary looks for Brown's Repair Shop. He finds it.

"This shop looks OK," Gary thinks. "Maybe they can fix my TV quickly." 11

Gary goes into Brown's Repair Shop. He shows his TV to Mr. Brown.

"What's wrong with it?" Mr. Brown asks.

"The picture won't go on," Gary tells him. "I can hear the sound, but there's no picture on the TV set."

"OK, we can fix that," Mr. Brown says. Mr. Brown does not ask Gary for his warranty.

"I forgot to bring the warranty with me," Gary says.

Mr. Brown looks at the TV. He takes the back off.

"I see that you tried to fix your TV yourself," Mr. Brown says.

"Yes," says Gary. "But I couldn't fix it."

"You are lucky," Mr. Brown tells Gary. "You could have hurt yourself very badly."

"I pulled out the plug," Gary says.

"That doesn't help," Mr. Brown says. "You still could get a very bad shock. And now your warranty is not good. You don't have to bring it here."

"Why not?" Gary asks.

"Because the TV company does not want you to work inside the TV. You could break something else. They don't want to pay for that."

"That's not fair," says Gary. "I didn't break anything."

"That's the way it is," Mr. Brown says. "The warranty is no good if you work on the TV yourself."

"You mean that I have to pay for the repairs?" Gary says. "It's a new TV."

"Yes, you have to pay for the repairs," Mr. Brown says. "Call me in two weeks. I think that your TV will be ready then."

Mr. Brown takes out a tag. The tag has two parts. One part of the tag says "Brown's Repair Shop." It has the address and phone number of Brown's Repair Shop on it. It also has a number on it. Mr. Brown gives this part of the tag to Gary.

Then Mr. Brown writes down Gary's name, address, and phone number on the other part of the tag. This part of the tag has the same number on it. Mr. Brown puts this part of the tag on Gary's TV.

Gary takes the tag and goes home. He is upset. He has to pay to fix his TV. And now he can't watch the football game in his apartment.

Gary wishes that he did not try to fix the TV himself. He is sorry that his warranty is no good. He hopes that it won't cost a lot of money to fix his TV.

Gary feels angry. "Why does everything go wrong?" he thinks. "I hope that I can watch the game at Bill's apartment."

Gary calls Bill. He tells Bill that his TV is broken. Bill asks Gary to come over. Bill wants to watch the game too.

For two weeks, Gary can't watch TV at home. He misses it. Sometimes Gary turns on the radio when he comes home from work. But it is not the same. He likes to watch TV shows. He thinks that they tell good stories.

One night Gary decides to go to the movies by himself. He doesn't want to listen to the radio. He doesn't want to read. He looks in the newspaper.

"There's a good movie at the 10th Street Movie House," he says to himself. "That's near here. I think I'll go there."

That night Gary goes out to the movies.

One night, Gary goes to Bill's apartment. He can watch TV with Bill. They watch their favorite show together.

"I hope that my TV is fixed soon," Gary tells Bill.

"Where did you take it?" Bill asks.

"Brown's Repair Shop," Gary says.

"How did you find Brown's Repair Shop," Bill asks.

"The Yellow Pages," Gary tells him.

"You should have asked me," Bill says. "I know a very good TV repair shop. They fixed my TV last year."

"Brown's has had my TV for a long time," Gary says. "I'm not sure that it is a good repair shop. How did you find a good repair shop?"

Bill tells Gary how he found a good repair shop. First he asked some of his friends. No one knew a good repair shop. Bill didn't know where to go. Then he looked in the Yellow Pages. There were many ads for repair shops. There were names and addresses of other repair shops. Bill didn't know which repair shops were good.

Some of the ads in the Yellow Pages were very big. Some of the shops were near Bill's apartment. Some ads said that the shops do very fast work. One ad said that the shop fixes any TV for $10. Bill thought that the people in this shop must be crooks. He knew that it may cost more than $10 to fix a TV.

Finally, Bill picked the Main Street TV Shop. It was near his apartment. Their ad looked good. It said "Factory Authorized Service." But Bill had to do something else. He called the Better Business Bureau. He asked them about the Main Street TV Shop. The Better Business Bureau said that no one had ever called them to say anything bad about this shop.

Then Bill asks, "Did Brown's tell you how long it would take to fix your TV?"

"No, Mr. Brown just told me to call him in two weeks," Gary says.

"Did you call him yet?" Bill asks.

"Yes," Gary says. "He told me that my TV was not ready yet."

CHAPTER 3

During the next week, Gary does not call Mr. Brown again. He does not like to call people in stores. He does not know these people. He doesn't know what to say to them.

Finally, Gary calls Mr. Brown on Saturday.

"Your TV is fixed," Mr. Brown tells Gary. "You can pick it up today."

"Good," says Gary. "I'll be there in an hour."

Gary is happy. Now he will be able to watch his TV at home. He won't have to go to Bill's all the time.

Gary goes to Brown's Repair Shop. He feels good. He is getting his TV back. He hasn't had his TV for a long time.

"Tonight I can watch TV at home," Gary thinks. "I want to watch a new show. I'm glad that I don't have to go to Bill's place. He is going out tonight."

Gary has the tag with him. He gives it to Mr. Brown. Mr. Brown gets Gary's TV from the back of the store.

"Here it is," Mr. Brown says. "That will be $35."

"$35!" Gary says. "That's too much money."

"That's what it costs," says Mr. Brown. "You have to pay it."

"You didn't tell me that it would cost so much," Gary says.

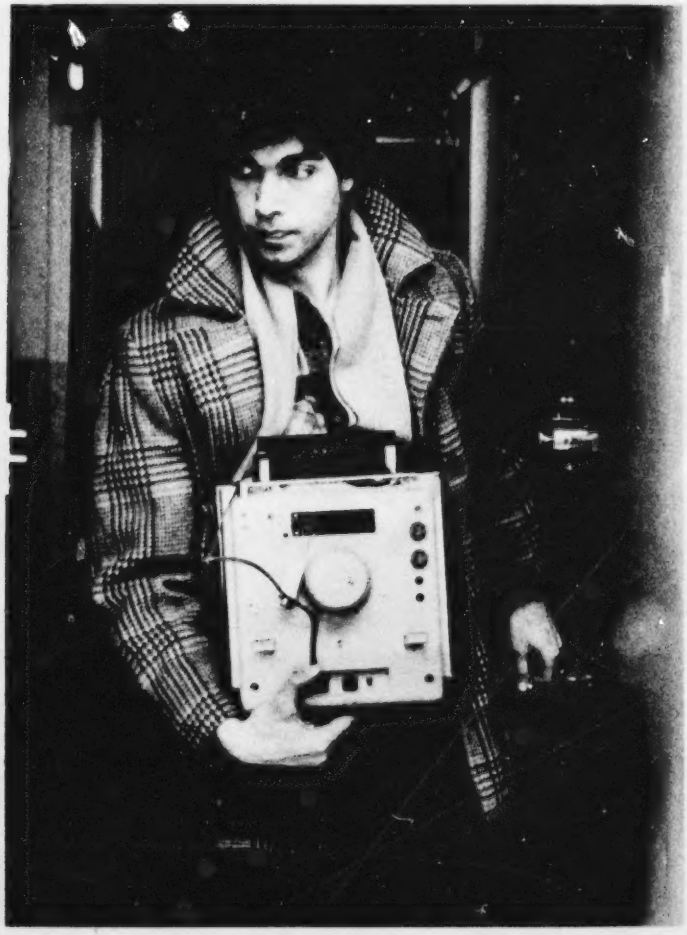
"Some people ask me how much it will cost," Mr. Brown says. "They ask me before I fix the TV. You just told me to fix your TV. You didn't ask me for an estimate."

"But that's all the money I have," Gary says.

"That's too bad," Mr. Brown tells him. "You have to pay it. I won't give you the TV if you don't pay."

Gary is upset because he has to give Mr. Brown the money. He wants his TV back. Now he has no money. Gary can't take his girlfriend, Pam, to the movies tomorrow night. They will have to stay home.

"Everything costs so much money." Gary thinks. "I wish that I had a lot of money. I won't even be able to buy my lunch this week. I'll have to bring my lunch to the office. I don't like to do that."



Gary goes home with his TV. He puts the plug in. He turns on the TV. He waits for a minute. He can hear the TV. Then the picture comes on. Gary smiles.

"At least it's fixed," he thinks.

Gary turns the knobs on the TV. He wants to make the picture better. The picture has many lines on it. He cannot really see what is happening on the TV.

Gary tries to fix the TV picture for a long time. He can't make it better. He gets angry because the TV still doesn't work right. He paid a lot of money to Mr. Brown. Mr. Brown should have fixed the TV better.

Gary doesn't know what to do. He wants his money back and he wants his TV fixed. Gary calls Bill. He tells Bill what Mr. Brown did to him.

"Your TV should work now," Bill says. "A good repair shop will give you a special warranty after they fix your TV. It is a warranty for the repairs. Didn't Mr. Brown give you one?"

"No!" says Gary. "He didn't give me anything. He just took my money."

"Well, Mr. Brown should have given you a special warranty," Bill says. "That warranty says that he will fix the TV again if the same thing breaks. You don't have to pay for the repairs again. This warranty on the repairs may only be good for 30 days."

Gary is very angry because Mr. Brown didn't give him a warranty on the repairs.

"What should I do?" Gary asks.

"Call Mr. Brown," Bill says.

Gary calls Mr. Brown. He asks Mr. Brown about the warranty on the repairs.

"We don't give a warranty on repairs," Mr. Brown says.

"But the TV still doesn't work," Gary yells. "I paid a lot of money. You should have fixed my TV."

"It worked here," Mr. Brown says. "Did you drop it on the way home?"

"No!" Gary yells. "You didn't fix it right."

"Yes, I did!" Mr. Brown yells. Mr. Brown hangs up the phone.

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Gary is very upset because he has lost his money. He will have to pay someone else to fix his TV. He will have to find a good repair shop.

"That man is a crook," Gary thinks. "It's not fair. He should have fixed my TV."

Gary calls Bill again. Gary sounds upset on the phone. Bill asks Gary what is wrong. Gary tells Bill that Mr. Brown will not fix his TV again.

Bill says that he will come to Gary's apartment tomorrow. He will look at the TV.

"Maybe Bill can make it work," Gary thinks.

The next day Bill comes to Gary's apartment. Gary is glad that his friend will try to help him.

Bill looks at Gary's TV. He turns the knobs. He tries to make it work, but he can't fix it.

"You're right," Bill says. "You shouldn't have to pay for these repairs. Mr. Brown didn't fix your TV."

"He told me that he fixed it," Gary says. "But he really didn't."

"Did you see a good picture on your TV at the store?" Bill asks.

"No, Mr. Brown didn't turn on my TV in the store," Gary says.

"You should have asked him to turn it on," Bill says. "Now you should call the Better Business Bureau. They can help consumers. They want to know which repair shops do bad work."

"OK, I'll do that," Gary says. He is very angry.

"Brown's is not a good repair shop," Gary says. "I hope that no one else goes there. That man is a crook! I'll call the Better Business Bureau next week."

"I hope that you will do that," Bill says.

"Mr. Brown even told me that my warranty was no good for the repairs," Gary tells Bill.

"Let me see the warranty," Bill says.

Gary gets out the TV warranty. He has never read the warranty. He just put it in his drawer. It was hard to read.

Bill looks at the warranty.

"Mr. Brown was right about this warranty," Gary says. "If you try to fix the TV yourself, the warranty is not good. Anyway, you could have gotten a very bad shock. You could have hurt yourself."

"I didn't know that," Gary says. "I won't do that again."

"Let's take your TV to a good repair shop next week," Bill says. "I know that the Main Street TV Shop does good work. Last year they fixed my TV. I'll go there with you."

"Great," says Gary. "Thanks for helping me."

The next week, Gary and Bill take Gary's TV to the Main Street TV Shop. It is not near Gary's apartment. They have to take the bus. Sometimes the consumer must go far to find a good repair shop.

The clerk at the Main Street TV Shop looks at Gary's TV.

"I don't know if we can fix this TV," the clerk tells Gary. "Call me on Wednesday. Then I can tell you if we can fix it. I will also tell you how much it will cost."

"Good," says Gary. "Then I can decide if you should fix it."

Gary and Bill go home. Gary hopes that the Main Street TV Shop can fix his TV. He hopes that it does not cost a lot of money.

On Wednesday, Gary calls the Better Business Bureau. The Better Business Bureau tells Gary that many people have called about Brown's Repair Shop. They will talk to Mr. Brown. They do not want Brown's to do bad repair work for other people.

The Better Business Bureau also tells Gary that they can't get Gary's money back for him. They are sorry. They can only talk to Mr. Brown. They can't make Mr. Brown give Gary his money.

Then Gary calls the Main Street TV Shop. The clerk tells him that his TV can't be fixed.

Gary is very upset. He doesn't have enough money for a new TV. He will have to save some more money. He will have to bring his lunch to the office for a very long time. And he won't be able to go out very often.

Gary goes back to the Main Street TV Shop. He has to pay for the estimate. He has to pick up his TV.

CHAPTER 4

For a few months, Gary has to live without a TV. He does other things at home by himself. He listens to the radio. He reads magazines and books.

Sometimes Gary goes out with his friends. But that costs money. He doesn't want to spend a lot of money. He is saving his money for a new TV. He hopes that he can buy a new TV soon.

Gary looks at a special magazine for consumers. Bill gave him this magazine. It tells about different brands of TVs. It tells Gary how to buy a new TV.

One day Bill and Gary go to a store. It sells TVs and radios. Gary and Bill look at the TVs. Gary has to think about many things.

Does he want to buy a black and white TV or a color TV? A color TV costs more money than a black and white TV. Does he want a big TV or a little TV? Which brand of TV should he buy? Which brand is the best for his money?

Gary remembers what he read in the magazine. It told him about the different brands of TVs. It said that some brands are better than other brands. Some brands work better. Some brands are easier to repair. Some brands have better warranties.

Gary and Bill talk about warranties. Some warranties take care of the repairs for a year. Some warranties are only good for three months. Other warranties take care of every part of the TV. Other warranties are only good for some parts of the TV. The best warranties take care of the parts and the repair work too.

"How will I know?" Gary asks Bill. "I want to buy a TV with a good warranty."

"You can ask the clerk in the store," Bill says. "And you can read the warranty for each TV."

Gary finds the clerk. He asks the clerk about the TVs. The clerk tells him about the different brands. Gary asks him about the warranties. The clerk tells him which brands have better warranties. Gary thanks the clerk. Gary says that he will have to come back to this store.

Then Gary goes to look at the TVs again.

"This one looks good," he thinks. "I wonder if it works well."

Gary does not remember what the magazine said about this brand of TV. He decides to read the magazine again.

Gary is not ready to buy a new TV. He doesn't have enough money. But he wants to get ready to buy the new TV. He has many things to do. He wants to look in other stores. He wants to talk to other clerks. He wants to read other magazines. He will talk to his friends about their TVs.

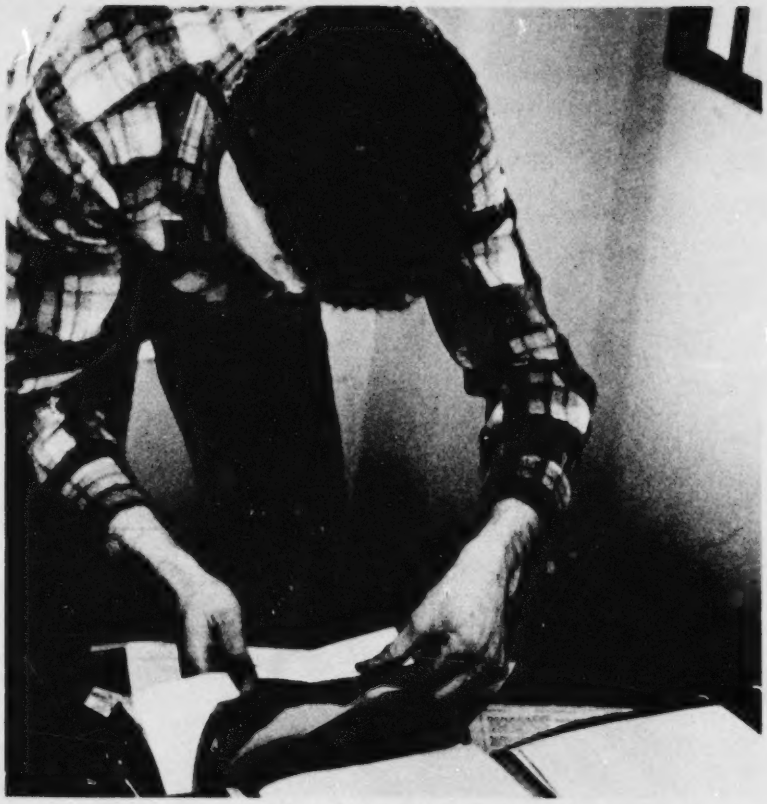
Gary wants to buy the best TV for his money. He wants to be a good consumer.

CHAPTER 5

A few weeks later, Gary's radio breaks. The radio does not go on by itself. It does not wake Gary up in the morning. Gary has to get up and go to work. He doesn't want to be late.

"What next!" Gary says. "Now I have to get the radio fixed."

Gary looks at the radio. He does not know what is wrong. He turns the knobs on the clock. He cannot make the radio go on by itself. He does not try to fix the radio himself. He wants the warranty to be good.



Gary looks for the warranty for his radio. He put it in his desk when he bought the radio.

Finally Gary finds the right warranty. He remembers that he filled out part of the warranty when he bought the radio. He sent that part of the warranty to the radio company. He put the rest of the warranty in his desk. Gary also finds the old receipt for the radio.

Gary looks at the warranty. It is good for one year. It is still good. He has not had the radio for more than one year.

Gary decides to talk to Bill. This time he wants to get the radio fixed in the right way.

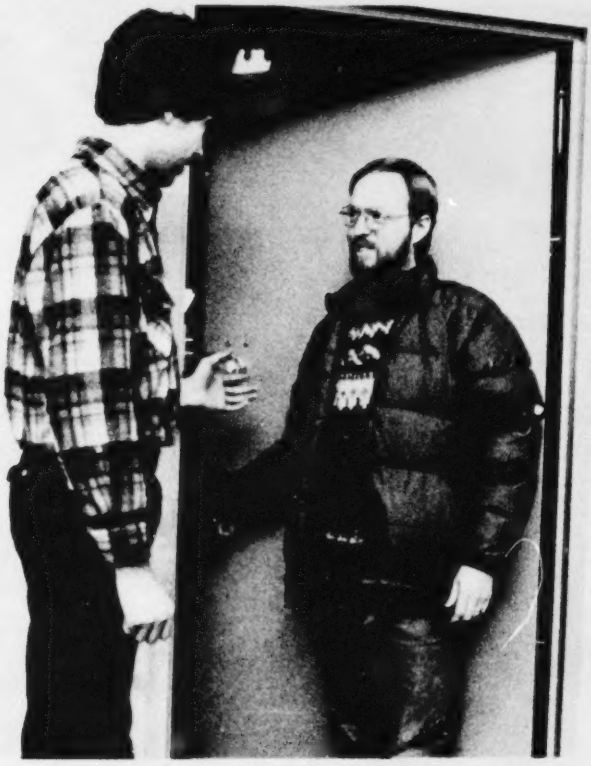
Bill comes to Gary's apartment. Bill asks Gary about Pam. She is Gary's girl friend.

"She's OK," Gary says. "I like her. I saw her last night."

"What did you do?" Bill asks.

"We went out to dinner," Gary tells him. "We went to Joe's. They have good food there. And it didn't cost a lot of money."

"Maybe I'll try it," Bill says. "I like to go out for dinner. I like to go to new places."



Then Gary tells Bill that his radio is broken. They talk about what is wrong with Gary's radio. Then they talk about repair shops.

Gary and Bill talk about the Main Street TV Shop. Gary remembers that he took his TV to that repair shop. The people at that shop tried hard to fix his TV. They weren't crooks. They told him that they couldn't fix his TV.

Gary decides to take his radio to the Main Street TV Shop.

Then Gary shows Bill the warranty for his radio. Bill reads it.

"This warranty will take care of any new parts for your radio," Bill says. "But you will have to pay for the work on the radio. This warranty doesn't take care of the work."

"I know," says Gary. "It will cost me some money to fix the radio. But I need the radio. I hope that it doesn't cost too much money. I have to fix the radio before I buy a new TV. I will have to save some more money."

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Gary and Bill talk about football. Then Gary says that tonight there is a good movie on TV.

"I would like to watch it," Gary says.

"Well, you can watch it at my place," Bill says.

"Do you want some coffee?" Gary asks.

"No thanks," says Bill. "Let's go to the Main Street TV Shop now. They close at 6 o'clock."

Gary gets his radio. He also takes the warranty and the old bill for the radio. He wants to have the right things with him.

Then Gary and Bill go to the Main Street TV Shop.

Main Street TV Shop has a sign on the door. This sign says "Factory Authorized Service". This sign means that this store has the right parts to fix some brands of radios and T.V.s.

Bill shows Gary the sign. He tells Gary that this shop has the right parts for Gary's radio. The radio company says that this shop is a good repair shop.

Gary and Bill go inside the shop. Gary waits in the line for repairs. Bill goes to look at the hi-fi sets.

Finally it is Gary's turn. The clerk can talk to him.

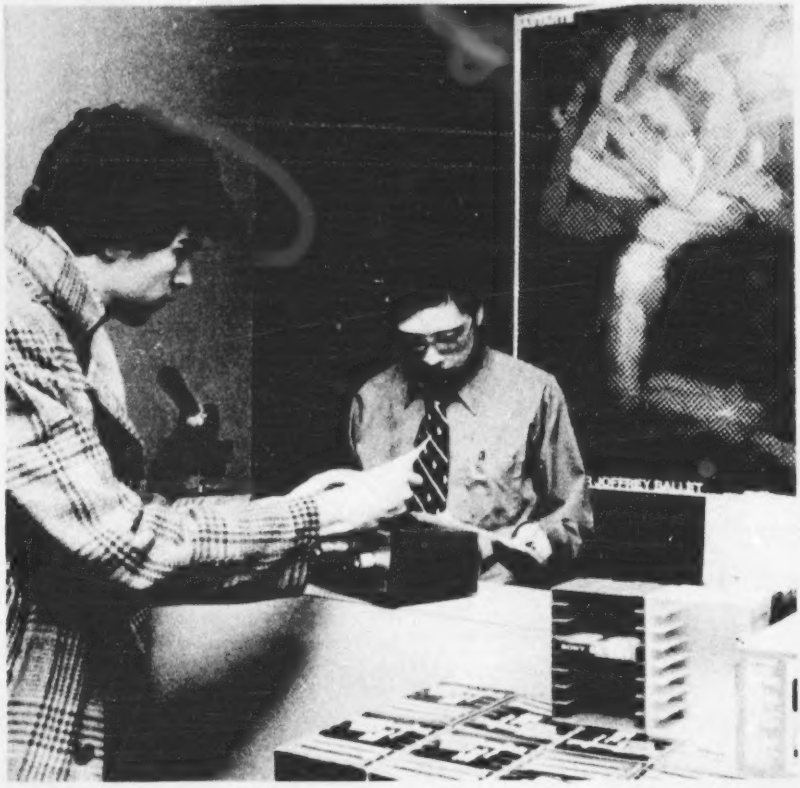
"Can I help you?" the clerk asks.

"Yes," Gary says. "My radio is broken."

Gary tells the clerk what is wrong with his radio. The clerk looks at the radio.

"We'll see what we can do," he tells Gary. "Do you have your warranty?"

"Yes," Gary says. "I brought it with me. I also brought the old bill for the radio. Here they are."



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Gary gives the warranty to the clerk. He also gives him the old bill for his radio. The clerk looks at them. He wants to know when Gary bought this radio. He wants to know if Gary's warranty is still good.

"You bought this radio ten months ago," the clerk says. "You're lucky. Your warranty is still good."

"I'm glad that it broke now," Gary says. "Now I won't have to pay for everything."

"You're right," the clerk says. "The radio company will pay for the new parts for your radio."

"I know," says Gary.

"But you will have to pay for the work," the clerk says.

"OK," says Gary. "I know that."

"Don't worry," the clerk says. "I don't think that it will be hard to fix this radio."

"Great," says Gary.

"We can fix this brand of radio in this shop," the clerk says. "We have all the right parts for this radio."

Bill doesn't like to wait in lines. He did not wait in line with Gary. He wanted to look around the store. He likes to look at radios. He wants to buy a hi-fi set.

Bill looks at the hi-fi sets. He sees a good one. He read about this brand of hi-fi in a magazine. The magazine said that this hi-fi sounds good.

Bill has to save more money. He wants to buy this brand of hi-fi. It costs a lot of money. Bill will look at this brand of hi-fi set in other shops, too. He wants to get the lowest price for this hi-fi set.

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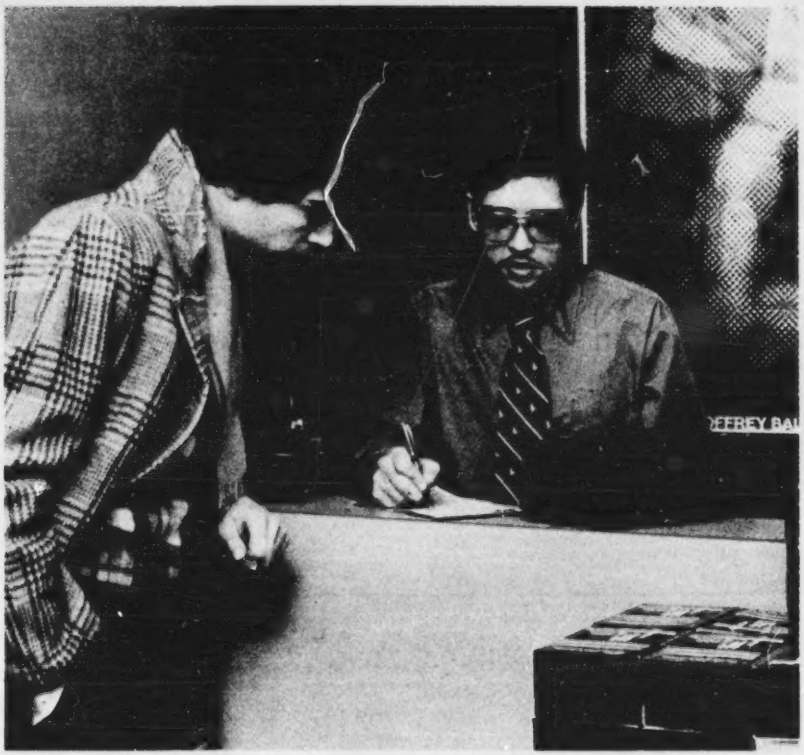
Bill comes over to Gary. Gary is still talking to the clerk. The clerk is writing Gary's name, address, and phone number on the tag for the radio.

"How much will it cost to fix the radio?" Bill asks Gary.

"I don't know yet," Gary says.

"Remember to get an estimate," Bill tells him. "You should know how much it will cost to fix the radio."

"OK, I will," Gary says. "I know that I have to ask for an estimate."



Gary asks the clerk how much it will cost to fix the radio. He says that he wants an estimate.

"Call me on Tuesday," the clerk says. "Then I can give you the estimate."

The clerk puts part of the tag on the radio. He gives the other part of the tag to Gary. Gary puts the tag in his pocket. He does not want to lose it.

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Gary and Bill leave the store. They are going to Bill's apartment.

On the way home, Bill says, "That store sells many brands of hi-fi sets. I saw a good hi-fi set there."

"Are you going to buy it?" Gary asks.

"Not yet," Bill says. "I don't have enough money."

"I wish that I had more money too," Gary says. "I really want a new TV. I hope that it does not cost too much money to fix the radio."

Gary and Bill go into Bill's apartment. Bill turns on his radio.

"Your radio sounds OK," Gary says.

"Yes, it's OK," says Bill. "But I can't wait to have a nice hi-fi set in here. It will sound much better. Are you hungry?"

"Yes," Gary says.

"Good. I'll make some hot dogs," Bill says.

Bill and Gary eat some hot dogs. Then Bill makes some coffee.

Gary asks Bill about the estimate for the radio.

"How much do you think that it will cost to fix the radio?" Gary asks.

"I don't know," says Bill. "But it should cost a lot less than a new radio."

"Why?" Gary asks.

"The radio might break again," Bill tells him. "By then, the warranty won't be good. You would have to pay for everything. You would be better off with a new radio."

"You're right," Gary says. "I'll remember that."

"The movie on TV is starting," Bill says. He turns off the radio. He turns on the TV.

Gary and Bill watch the movie. It's good.

Gary is glad that Bill is his friend. He is glad that he can watch TV with Bill. He hopes that his radio will be fixed soon. He also hopes that he will have enough money for a new TV soon.

CHAPTER 6

On Tuesday, Gary calls the clerk at the Main Street TV Shop. The clerk says that it will cost about $15 to fix the radio.

"That's not too much," says Gary. "Please fix it."

"OK," the clerk says. "We'll send you a card. Sign it and send it back to us."

The card should tell about the repairs and the price of the estimate. Gary must read the card first. If the card does not tell the price of the estimate, Gary should not sign it. Gary's signature on the card tells the store that Gary knows the price of the estimate.

On Sunday, Gary calls Bill. He asks Bill to go to the movies with him.

"Sure," Bill says. "What do you want to see?"

Gary looks in the newspaper. He tells Bill what movies are playing. They decide on a movie. They both want to see the same movie.

Bill meets Gary at the movie house. They go inside.

"I like to go to the movies," Gary thinks. "But I wish that I had a radio or TV at home. I like to stay home more. And I want to save money."

After the movie, Gary and Bill go to a pizza shop. They have some pizza and a soda.

Gary tells Bill that he is reading a good book. It tells about another world. It is not a real story. Gary tells Bill that he has been reading some magazines about TVs and radios. He has learned a lot.

Then Bill asks Gary about his radio. Gary tells Bill that the estimate is $15. It will cost about $15 to fix the radio.

"That's not too much," Bill says. "Now you don't have to buy a new one."

The next Saturday Gary calls the Main Street TV Shop. The clerk says that Gary's radio is ready. Gary goes to pick up his radio. He takes the tag with him. He gives the tag to the clerk in the shop. The clerk gets Gary's radio.

The clerk puts the plug in the wall. He sets the clock. Then he turns the knobs. The radio goes on by itself. Now it will wake Gary up to go to work.

Gary remembers that Mr. Brown did not show him that the TV worked. He is glad that he brought his radio to a good repair shop.

Gary is happy because he can listen to his radio at home now.

The clerk gives Gary the bill. He tells Gary that he only has to pay for the work. His warranty took care of the parts. Gary is glad that he saved the warranty and the old bill.

Then the clerk says, "We give a warranty on our repair work. This warranty is good for one month. If the same part of the radio breaks again, it won't cost you anything. We will fix it again. We want the consumer to be happy. We want the consumer to come back to our shop."

"Thank you," Gary says.

Gary pays the clerk for the repair work. He puts the bill in his pocket. He has to save it. It is his warranty on the repairs.

Gary hopes that the radio will not break again. If it does, Gary will take it back to the Main Street TV Shop. They will fix it for him.

Gary takes the radio. Then he looks at the new TVs. He talks to the clerk again.

Gary leaves the store with his radio. He is going to meet Bill. They are going to have lunch together.

Gary meets Bill. They go inside the restaurant. They are hungry.

Bill asks about Gary's radio. "Is it fixed?" Bill says.

"Yes, it works now," Gary says. "The Main Street TV Shop did good work."

"Sure," Bill says. "They always do."

"Their estimate was good too," Gary says. "They told me that it would cost about $15. And it cost $16.50 to fix the radio."

Gary and Bill sit down at a table. They decide what they want to eat. They tell the waitress.

In a little while, she brings their lunch to the table. Bill and Gary start to eat their lunch.

Gary tells Bill that he has saved a lot of money in the last three months. He almost has enough money to buy a new little TV. He is glad that it didn't cost too much money to fix his radio.

Then Bill tells Gary that he found a good hi-fi store. This store sells the same brands as the Main Street TV Shop. But they cost less money there. Bill thinks that he will buy his hi-fi set there. But he still has to save more money.

Bill and Gary finish their lunch. Then they go home.

On his way home, Gary thinks about radios and TVs.

"Now I know a good repair shop for TV and radios," Gary thinks. "I know what a repair shop should do. I also know what I have to do. I am a better consumer now."

Gary is happy because he has his radio back. Soon he will buy a new little TV. Soon he will have a lot of good things in his apartment.